



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All *Elderly or Disabled with Consumer Direction Waiver Services* providers participating in the Virginia Medical Assistance Program, Managed Care Organizations (MCOs) providing services to Virginia Medicaid recipients, and all holders of previous *Elderly and Disabled Waiver and Consumer-Directed Personal Attendant Services Waiver* Provider Manuals

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

SUBJECT: *Elderly or Disabled with Consumer Direction Waiver Services* Provider Manual

UPDATE: EDCD-01-05
DATE: 7/25/2005

The purpose of this memorandum is to notify you of the issuance of the first edition of the *Elderly or Disabled with Consumer Direction Waiver Services* Provider Manual (EDCD Waiver). This manual replaces the *Elderly and Disabled Waiver* and the *Consumer-Directed Personal Attendant Services Waiver* manuals, and is the result of the combination of those two waivers. Please use the new manual immediately. We suggest that you review this manual carefully as it contains all of the current policies for the provision of and reimbursement for the Medicaid services you provide. Some of the major changes in this manual include:

- Allowing for consumer-directed and agency-directed models of service for personal care and respite care;
- Elimination of flu immunization and cardiopulmonary resuscitation training requirements for personal care aides providing consumer-directed services;
- Clarification that personal care aides may accompany recipients to dialysis and other medical related appointments, as needed;
- Allowing earned income disregards for recipients who are employed at least eight (8) hours per week;
- Establishment of a time frame for personal care providers to submit service authorization requests;
- Clarification of patient pay responsibilities for the primary service provider; and
- Providers and service facilitators can submit a level of care referral to DMAS in instances where they suspect an individual who is approved for EDCD waiver services may not meet the level of care eligibility criteria for the waiver.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.